

Communication Management Strategies

"Your natural communication style may not be the most effective style among the people you work with."

Hafiz

E ZONE, 21 Ramasamy Street, T Nagar, Chennai 17
M : 99401hafiz E :hafizrk@gmail.com

What is Communication Management Strategies all about?

Communication Management Strategies is a 2 – DAY workshop, which takes the guesswork out of responding to very specific COMMUNICATING issues. It uses simple, easy to understand language to describe communication behavior in a number of different situations. It will improve the effectiveness of anyone who needs an informal Communication skill training to communicate in a team.

What will Communication Management Strategies do?

Communication Management Strategies is a guided Communication skill program. It will help participants develop the following while communicating:

- ❑ Clearer communication – *Different styles of people*
- ❑ Quicker decision making – *Handling difficult situations*
- ❑ More openness in dealing with Conflicts – *Listen & Empathize*
- ❑ Stronger people Communication skills – *The win – win philosophy*
- ❑ More constructive Communication methods – *Feedback methods*
- ❑ Stronger people orientation during Communication – *Being Assertive*
- ❑ Effectiveness in interactions with co employees – *Avoid Conflicts*
- ❑ Improve analysis & conclusions of people – *Differentiate intentions & behaviors*

What does Communication Management Strategies contain?

The program includes modules, which take participants from a basic awareness and understanding of their communicating behavior, and the behavior of those they are communicating to, apart from a few optional modules.

Module 1

Understanding Myself as a Communicator

At the end of the module the participant will be able to:

- Understand the dimensions of Communication behavior model
- Describe his preferred communication behavior using the Personal Profile System
- Understand his motivating factors, fears, overused behaviors while communicating
- Apply Communication strategies to create an action plan for managing his Communication and performance

Module 2

Understanding the Communication Style of Others

At the end of the module the participants will be able to:

- Use the Communication System to read people's behavioral preferences during communication
- Understand what motivates people to Communicate based on their behavioral preferences
- Learn how to differentiate between a person's intentions & behaviors while communicating
- Learn Strategies for managing other people's communication behavioral preferences & carry out an effective interaction
- Create an Action Plan for assessing the communication behaviour profiles of others.

Module 3

Effective Listening

- Assess our listening and communication abilities
- Techniques to increase our understanding of the contents of a conversation
- Developing the characteristics of competent and effective listeners
- Validating the impact of poor listening in inter-personal relationships

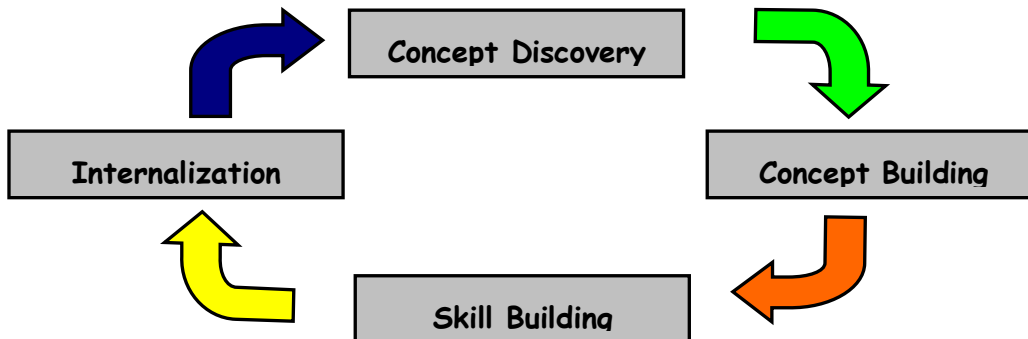
Module 4

Communication Attitude Awareness

- Measuring our communications and working out an individual action plan
- How does attitude affect our understanding of the other's point of view
- Developing attitudes which enhance the quality of communication
- Explore the feelings which arise when we are dependant on another person or team to reach our objectives
- Build new set of communication attitudes that will give us greater inner strength to grow and enjoy large dimension of working in a large organization
- Evaluate our communication attitudes in relation to inner self and others

The Training Methodology

The programme incorporates adult learning principles using a methodology called “**Discovery Learning**” which ensures interactivity, use of videos, role plays, story telling, presentations, games, exercises, small group activity and case studies. The concept is illustrated as below:



As opposed to the commonly used method of telling about / teaching the concept, in this methodology, the concept is discovered by the participant. Once the concept is discovered or found out by the participant, the next step is to build on the concept. This is normally done to reinforce the learning and also standardize the understanding of the concept. Once the participants share a common ground of understanding as far as the concept is concerned, the next step is to build the participant skills in the concerned area. Repeated skill building and further application of the concept leads to the concept being ‘**internalized**’. This entire cycle is the guiding principle for all material to be developed for the classes to be conducted.

Enabling Objective

- ❑ Introspect over the concepts themselves
- ❑ Build the concepts & relate it to work environment
- ❑ Build required skills to apply the concepts learnt
- ❑ Internalize the skills and make them habits

The Program is run using the following Instruments

Personal Profile System

A self-scoring instrument that describes a person's behavioral style in the Communication dimensions of behavior.

People Reading Card

An easy-to-understand guide that helps individuals, gain a working understanding of a Communicators behavioral style.

Management Style Worksheets

Worksheets that help individuals identify another person's behavioral preferences and develop a specific action plan for managing that person.

Action Plan

All the participants get an 80 page report on the action plan and the areas they need to work upon.

Infrastructure Required

- LCD projector on both the days
- Audio for playing VCD
- Large white board with markers